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9 MAY 1967

MEMORANDUM FOR THE RECORD

SUBJECT: Workload Factors and Related Observations Concerning the
Personal Property Section, Central Processing Branch

1. A proposed change to Headquarters Regulations (HR [REDACTED] and HR [REDACTED] concerning technical guidance to employees in the shipment and storage of personal effects, was nonconcurrent in by the Office of Personnel (OP). In the OP nonconcurrency, they claimed a significant increase in workload and a greatly increased area of responsibility in the Personal Property Section, Central Processing Branch (PPS/CPB). As a result, the Director of Logistics asked that a study of these factors be made to determine current facts.

2. This study was made by the undersigned on 3 and 4 May 1967, and the following items are considered of interest:

a. During the last year that this function was under the Office of Logistics (OL), April 1965 through March 1966, there [REDACTED] inbound and outbound personal property shipments and [REDACTED] lots handled.

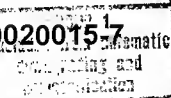
b. During the first year this function was under OP, April 1966 through March 1967, there [REDACTED] inbound and outbound personal property shipments and [REDACTED] lots handled. This represents an increase of 7 percent in shipments and 5.9 percent in storage lots.

c. The official Table of Organization for the PPS was six positions which were transferred from OL to OP including six experienced incumbents, as follows:

- (1) 1 GS-09 Chief
- (2) 1 GS-07 Assistant
- (3) 3 GS-06 Traffic Assistants
- (4) 1 GS-05 Traffic Clerk

Four of these six are currently on duty and two have been replaced.

d. While the functions of the PPS/CPB are not the same as those of the Freight Traffic Branch, Supply Division, [REDACTED] (FTB/SD/[REDACTED]) nevertheless, they are both in the business of making shipments and the functions are similar. Therefore, it would be feasible to compare workloads and production. For example:



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3. The following observations are directly related to the responsibility-workload-production problems mentioned in the Director of Personnel's memorandum.

a. The Chief, PPS/CPB, complained that he receives little or no supervision or backup from his supervisor, Chief, CPB. As a result, he is doing the job largely as he sees fit. For example, during this study, I observed that the Chief, PPS, spent one hour and 52 minutes briefing one [REDACTED] traveler as to his financial entitlements in connection with his relocation. The next morning, this same individual was back for an additional 45-minute briefing. Information on financial entitlements should not be the responsibility of this Section, especially when the Office of Finance has a Travel Branch located near CPB which processes financial settlements in this area of responsibility. It appears that the Chief, PPS, is strongly interested in the traveler discussion aspect of his work and tends to emphasize it to the detriment of other aspects and of a well balanced total operation.

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b. Additionally, the Chief, PPS, informed me that he had been instructed not to come to OL for staff and policy guidance. It seems that the Chief, CPB, feels that in bygone days policy changes, such as [REDACTED] travel, have been "shoved-down-his-throat." As a result, he prefers to have little to do with OL. As a result of this situation, the Chief, PPS, advised that

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he has worked out an informal arrangement, whereby he goes to the Special Support Assistant to the Deputy Director for Support for staff and policy guidance concerning shipment of personal effects to overseas, whereas, in reality, he should come to Planning Staff, OL. This, in itself, is a significant element of the responsibility problem mentioned in the Director of Personnel's memorandum.

4. It is obvious that this function needs improved management which would significantly benefit the current problem areas.



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C/TPB/PS/OL

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1 - OL/PS (Official)

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